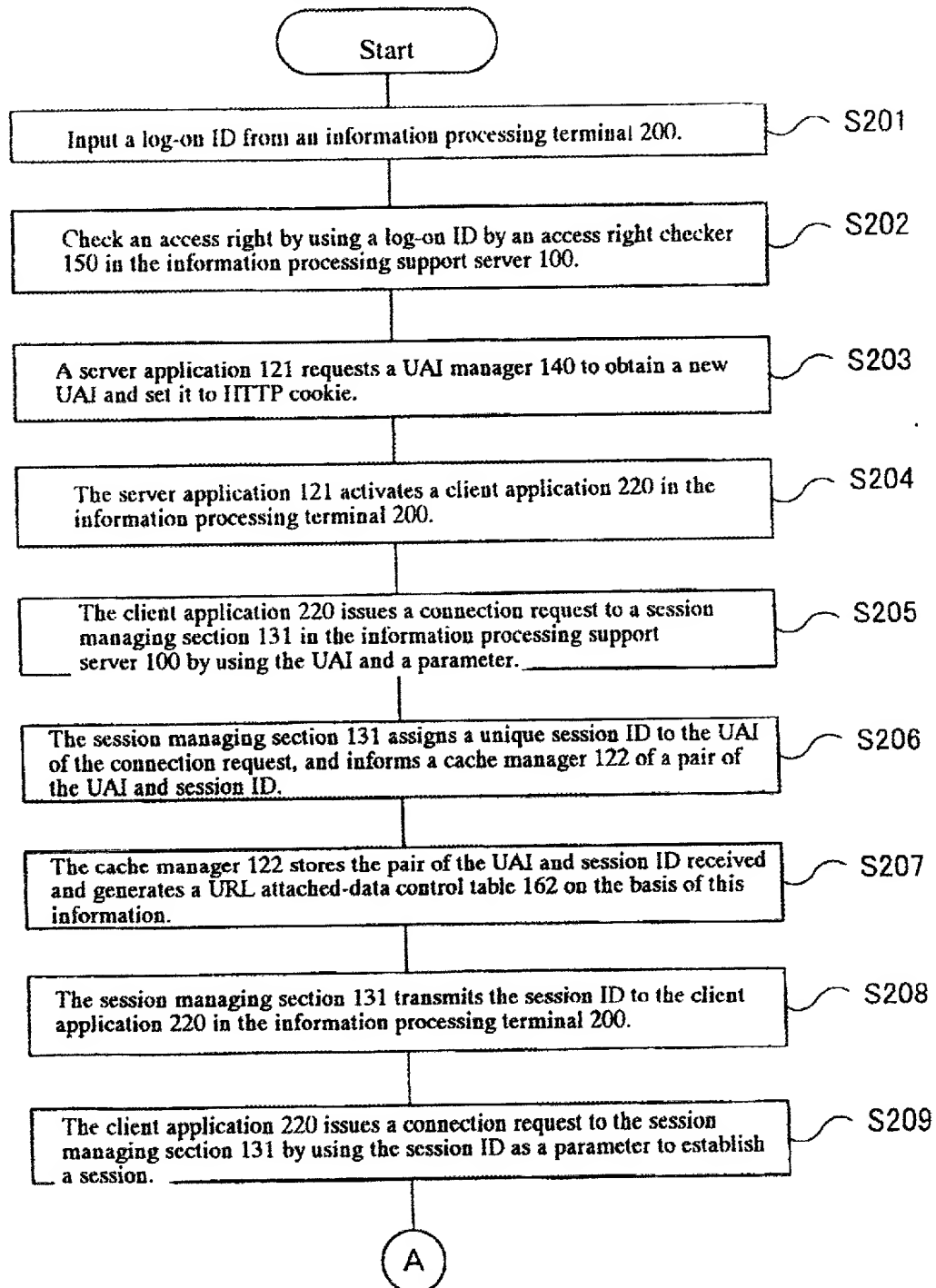


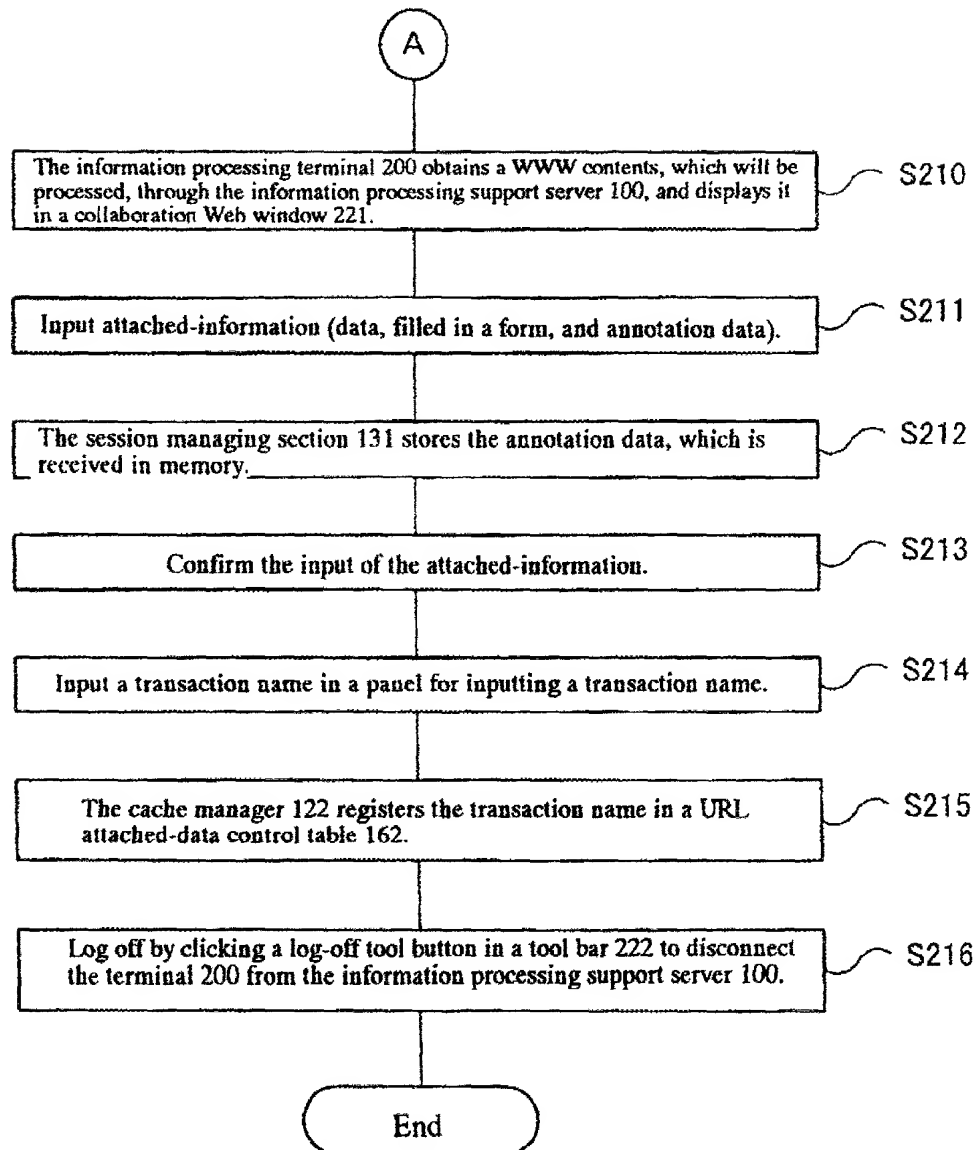
[Figure 2]

(2/11)

Operation of adding attached-information to WWW contents



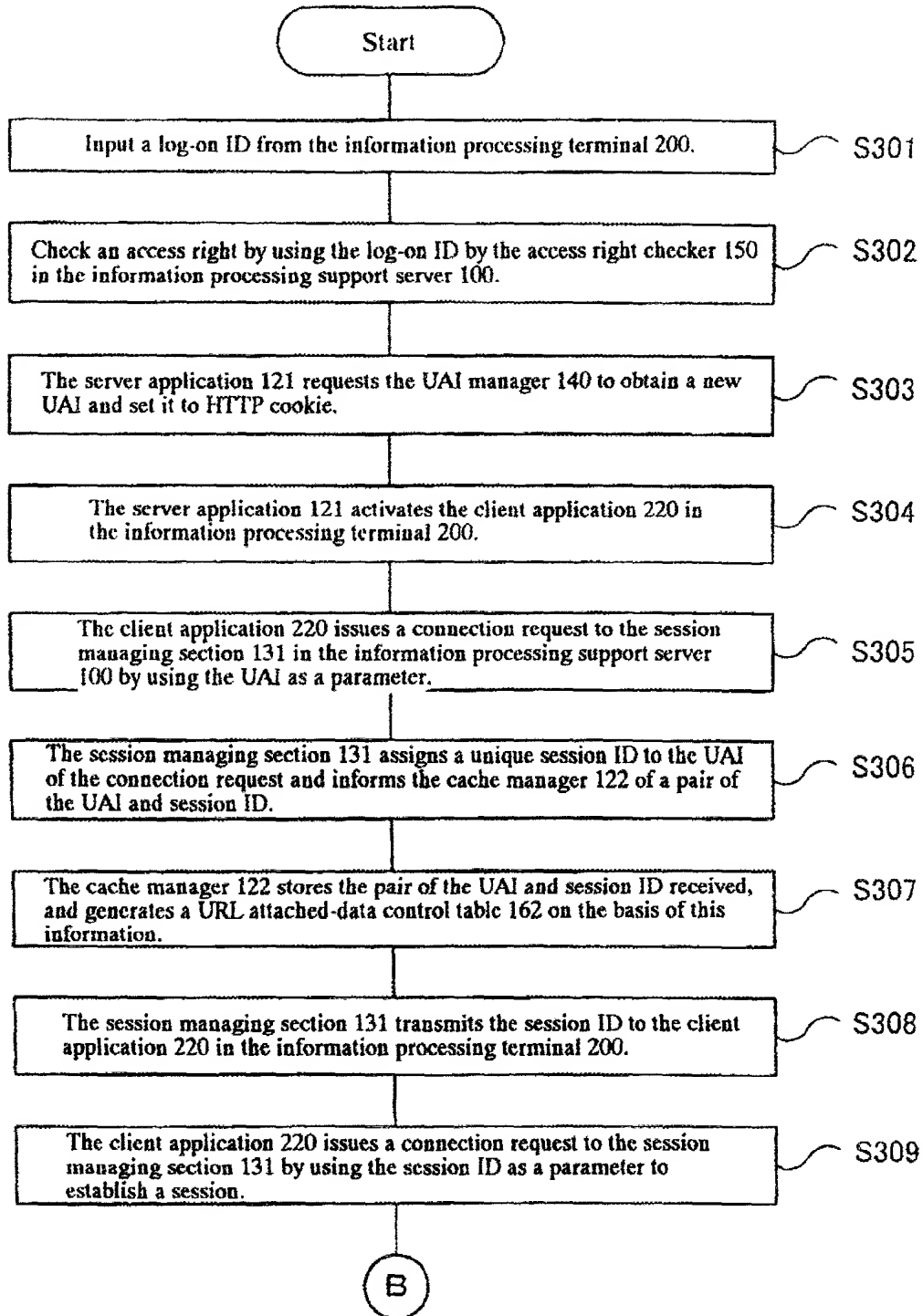
Operation of adding attached-information to WWW contents



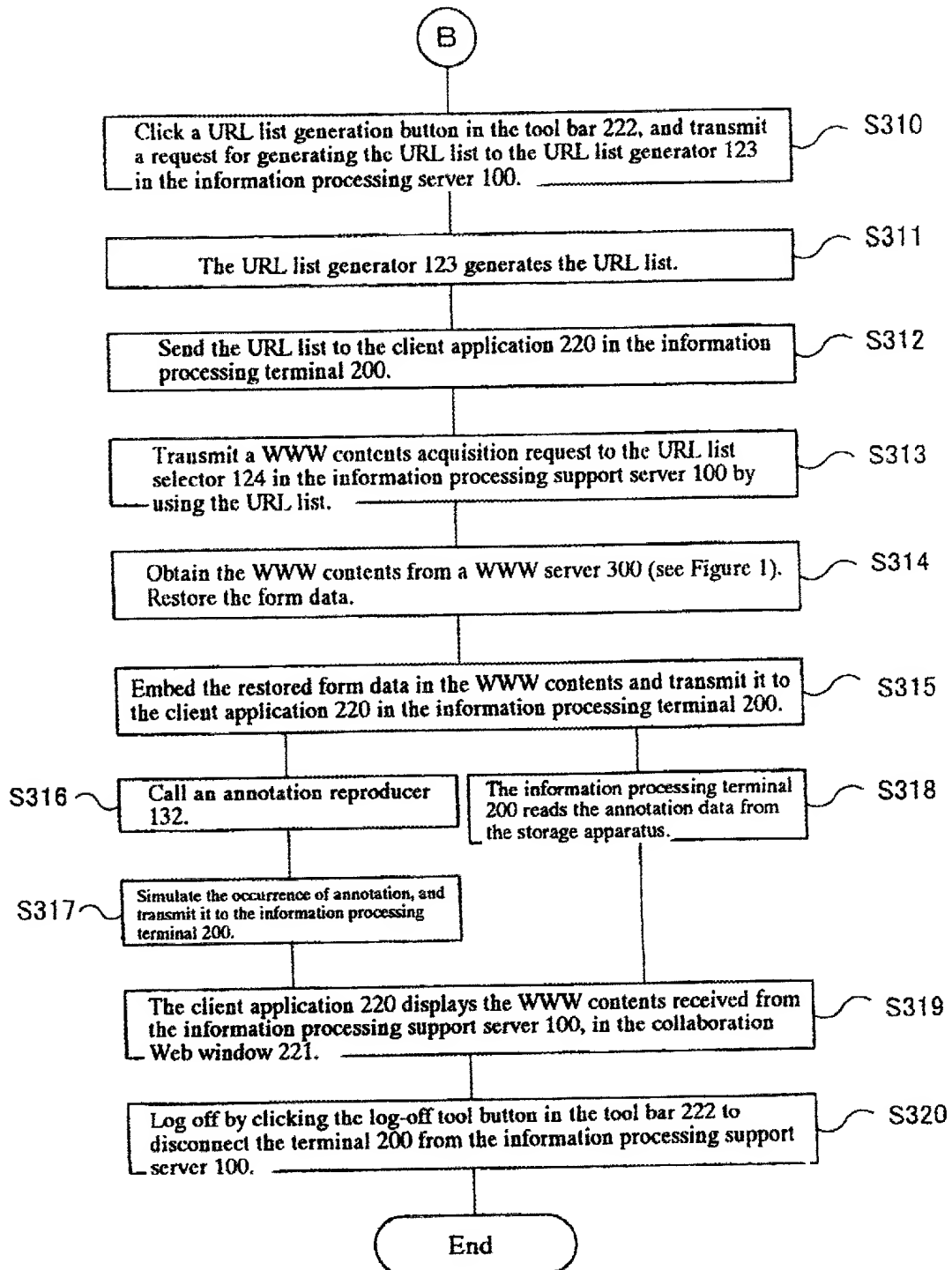
[Figure 4]

(4/11)

Operation of reproducing WWW contents
having attached-information



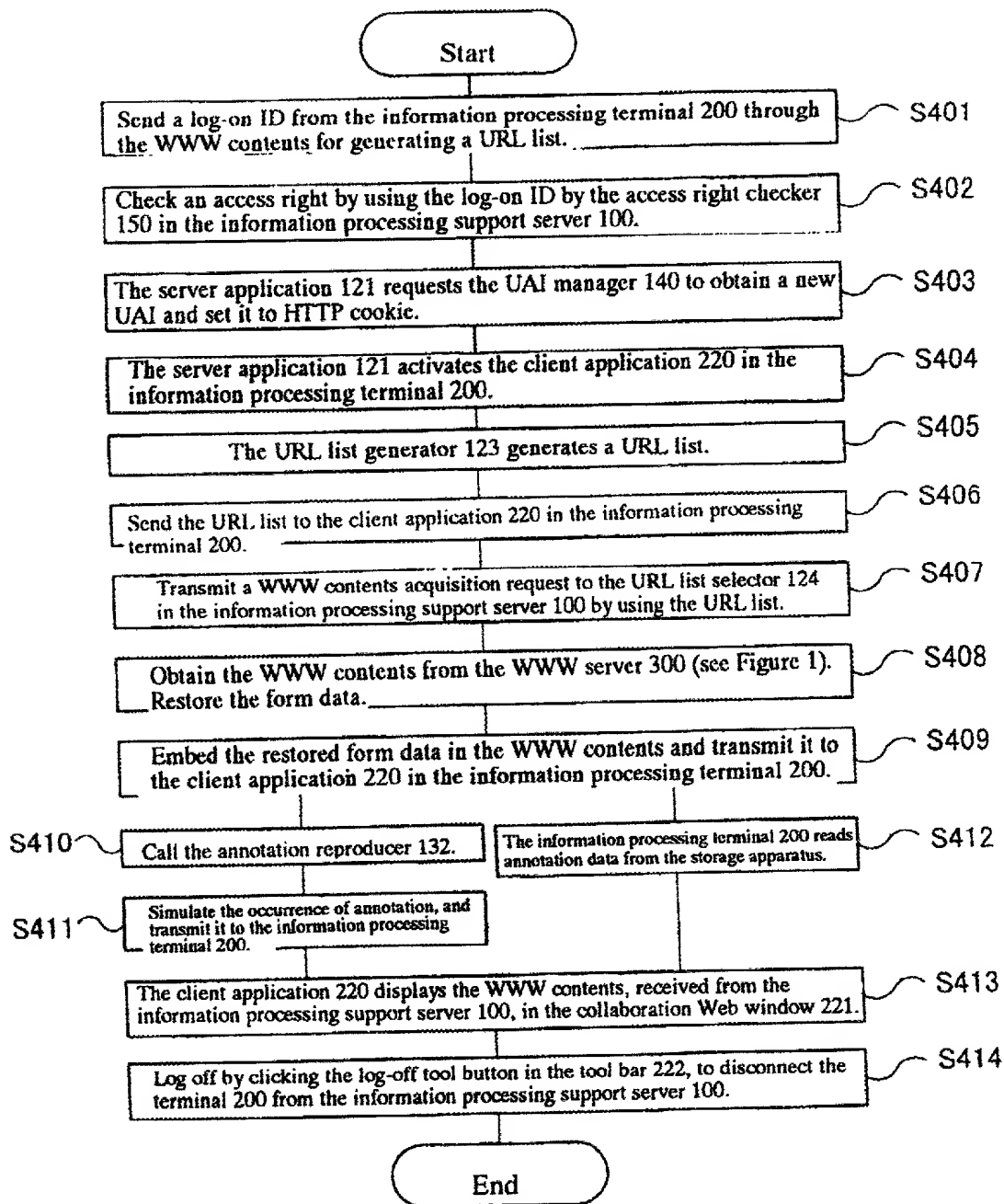
Operation of reproducing WWW contents having attached-data



[Figure 6]

(6/11)

Another operation of reproducing WWW contents having attached-information



[Figure 7]

(7/11)

Access right control table

161

| | | |
|-----------|----------|---------------|
| Log-on ID | Password | Validity term |
|-----------|----------|---------------|

[Figure 8]

URL attached-data control table

162

| | | | | | | |
|------------|-----------|-------------|-----|-----------|----------------------|------------------|
| Session ID | Log-on ID | Date & time | URL | Form data | Annotation data name | Transaction name |
|------------|-----------|-------------|-----|-----------|----------------------|------------------|

[Figure 9]

Condition list

163

| | | | |
|-----------|--------------|-------------|-------------|
| Log-on ID | Assigned URL | Customer ID | Date & time |
|-----------|--------------|-------------|-------------|

[Figure 10]

UAI-and-session ID mapping table

| | |
|-----|------------|
| UAI | Session ID |
|-----|------------|

DocId: 3302260

[illegible][illegible]

[Figure 12]

(9/11)

URL attached-data control table

162

| Session ID | Log-on ID | Date & time | URL | Form data | Annotation data name | Transaction name |
|------------|-----------|---------------|--|--|----------------------|---------------------------|
| 1 | cust01 | 6/21/99 10:33 | http://www.qa.co.jp/ pc/sheet1.html | custnum = cust01, question = I don't know how to unscrew this screw. | 00001.ano | Question about a screw |
| 2 | cust02 | 6/21/99 11:09 | http://w3.qa.co.jp/ shop/pc.html | custnum=cust07 | 00002.ano | General question |
| 3 | cust03 | 6/22/99 14:03 | http://www.qa.co.jp/ pc/sheet1.html | custnum=cust05 | 00003.ano | |

